



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality and Customer Credit Reporting**  
**Quarterly Filing**

**Charter Fiberlink-Illinois, LLC**  
**for Filing Period 10/1/2009 to 12/31/2009**  
**Tracking Number 3200**

**Performance Data - Code Part 730**

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information Section 730.510(a)(1)	0.06	0.06	0.06	0.06
C. Repair Office Answer Time Section 730.510(b)(1)	0.10	0.06	0.09	0.08
D. Business or Customer Service Answer Time Section 730.510(b)(1)	0.09	0.40	0.38	0.29
E. Percent of Service Installations Section 730.540(a)	98.10 %	97.18 %	97.11 %	97.47 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a)	76.85% *	93.06% *	76.83% *	83.83% *
G. Trouble Reports per 100 Access Lines Section 730.545(a)	5.00	10.79 *	7.66 *	7.82 *
H. Percent Repeat Trouble Reports Section 730.545(c)	13.67 %	17.77 %	18.47 %	16.55 %
I. Percent of Installation Trouble Reports Section 730.545(f)	6.89 %	7.53 %	7.66 %	7.36 %
J. Missed Repair Appointments Section 730.545(h)	167	212	134	171
K. Missed Installation Appointments Section 730.540(d)	128	154	199	160

**Credit due in accordance with Section 732.30(a)**

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$574.48	\$907.41	\$2,079.78	\$3,561.67
B. Number of credits issued for repairs - 24-48 hours	86	94	84	264
C. Number of credits issued for repairs - 48-72 hours	21	30	20	71
D. Number of credits issued for repairs - 72-96 hours	6	13	8	27
E. Number of credits issued for repairs - 96-120 hours	2	6	2	10
F. Number of credits issued for repairs > 120 hours	1	0	0	1
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(b)**

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$4,030.00	\$4,030.00
B. Number of installations after 5 business days	45	29	16	90
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	1	1	2
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

**Credit due in accordance with Section 732.30(c)**

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$27,300.00	\$17,130.00	\$17,200.00	\$61,630.00
B. Number of customers receiving credits	546	343	1233	2122
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

**Additional Information**

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